

10th Medical Group Patient Handbook



**United States Air
Force Academy**
Mar 2015

10 MDG/SGHQ/rlr/333-0566

Dear 10th Medical Group Patient,

Welcome to your 10th Medical Group (MDG). The information in this handbook is intended to help you obtain the high quality health care we provide.

The men and women of the 10 MDG continuously strive to exceed your health care expectations. We recognize health care is fertile ground for continuous improvements and welcome your suggestions. If there is any aspect of our service that does not seem adequate, please do not hesitate contacting the patient advocate for that specific clinic or the 10 MDG Patient Advocate, who can be reached at 333-5283. I guarantee we will address your concerns and assist you in every way possible.

Again, welcome to the 10 MDG and thank you for choosing our team to provide your health care.

Walter M. Matthews, USAF, MC
Commander

TABLE OF CONTENTS

10th Medical Group Phone Numbers/Web Sites.....	4-5
Access to Care/TRICARE Fact Sheet.....	6
TRICARE Dental Information.....	8
TRICARE Pharmacy Information.....	6-10
Referrals and Case Management.....	12-13
Living Wills/Powers of Attorney.....	14
Patient Services.....	14-23
Patient Rights and Responsibilities.....	20
Pediatrics Patient's Rights and Responsibilities.....	24
10th Medical Group Policies.....	28
Mission Statement.....	29
2012-2013 National Patient Safety Goals.....	30

*******NEW UPDATES*******

**Secure Messaging and
TRICARE ONLINE Blue Button Options, Pg. 9**

NURSE ADVICE LINE NEW HOURS, Pg. 9

PCMH INFORMATION, Pg. 17

HELPFUL NUMBERS/WEB SITES

Com (719) and DSN (94-333)

The Air Force Academy does NOT have an emergency room and cannot provide emergency care.

10 MDG Commander (MDG/CC)	333-5102
Access to Care Line	(719) 524/526-2273
Alcohol & Drug Abuse Prevention & Treatment Program (ADAPT)	333-5177 /5178
Allergy Clinic	333-5080
Ambulatory Surgical Unit (ASU)	333-5082
Appointment Line	526 or 524-CARE (2273)
Audiology Clinic	333-5124
BCAC (Health Benefits Advisor)	333-5281
Beneficiary Support Office	333-5597
Cadet Medicine	333-5180
Cardiopulmonary/Respiratory Therapy	333-5038/5039
Cashier's Cage/Billing	333-5783
Chiropractic Clinic	333-5582
Clinics (Family Health, Falcon, Internal Medicine, Pediatric) Suggest enrolling in Secure Messaging	524/526-2273, & follow prompts to specific clinic
Coumadin Clinic	333-5883
CT/MRI Appointments	333-5096
Customer Service/Patient Advocate	333-5283
Debt Collection Assistance Officer (DCAO)	333-5281
DEERS	1-800-538-9552
Dental Clinic	333-5192
Dermatology Clinic	333-5291
Ear, Nose, and Throat Clinic (ENT)	333-5142
Exceptional Family Member Program (EFMP)	333-5991

Falcon Clinic	See Clinics above
Family Advocacy	333-5270/5271
Flight Medicine Clinics	333-5950
General Surgery Clinic	333-5138/5140
GI Clinic	333-5138/5140
Health and Wellness Center (HAWC)	333-3733
Immunization Clinic	333-5080
Internal Clinic	See Clinic's above
Laboratory Services	333-5159
Laser Eye Clinic	333-0525
Mammography	333-5068
Mental Health	333-5177/5178
MRI/CT Appointments	333-5096
Neurology	333-5037
Ophthalmology	333-5146
Operating Room (OR) Suite	333-5056/5057
Optometry Clinic	333-5144
Oral Surgery Clinic	333-5076
Orthopedic Clinic	333-5041/5042
Orthotic Lab (Brace Shop)	333-9006
Patient Advocate	333-5283
Patient Education (POPE Clinic)	333-5010
Pediatric Clinic	See Clinic above
Pharmacy (Main)	333-5157
Pharmacy - Community Center	333-5019
Refills	524-4081
Physical/Occupational Therapy	333-3107/3108
Podiatry	333-5081
Post Anesthesia Care Unit (PACU)	333-5356
Public Health	333-9443
Physical Exams Section (PES)	333-0042

Radiology/Diagnostic Imaging	333-5170/5171
Records – Outpatient	333-4400
Release of Information	333-5396
Red Cross	333-5075
Retiree Activities Desk	333-5111
Sleep Lab (Contact your referring provider's clinic)	
Special Needs Program	333-1848
TRICARE for Life	1-866-773-0404
Ultrasound Appointments	333-5068
United Health Care Military and Veterans	1-877-988-9378
USAFA Operator	333-1110
Women's Health Clinic (WHC) (No direct patient line. Leave Telephone consult thru the appointment line)	(719) 524/526-2273, & follow prompts to WHC

HELPFUL WEBSITES

10 MDG: <http://www.usafa.edu/10abw/10mdg/medical/?catname=10mdg>

10 MDG Facebook: <http://www.facebook.com/10thMedicalGroup>

My Tricare: <http://www.mytricare.com>

MiCare/Relay Health/Secure Messaging: <https://app.relayhealth.com/welcome.aspx>

TRICARE Online: <https://www.tricareonline.com/welcome.do>

TRICARE Dental Program: <https://employee dental.metlife.com/dental/public/EmpEntry.do>

TRICARE Retiree Dental Program: www.trdp.org

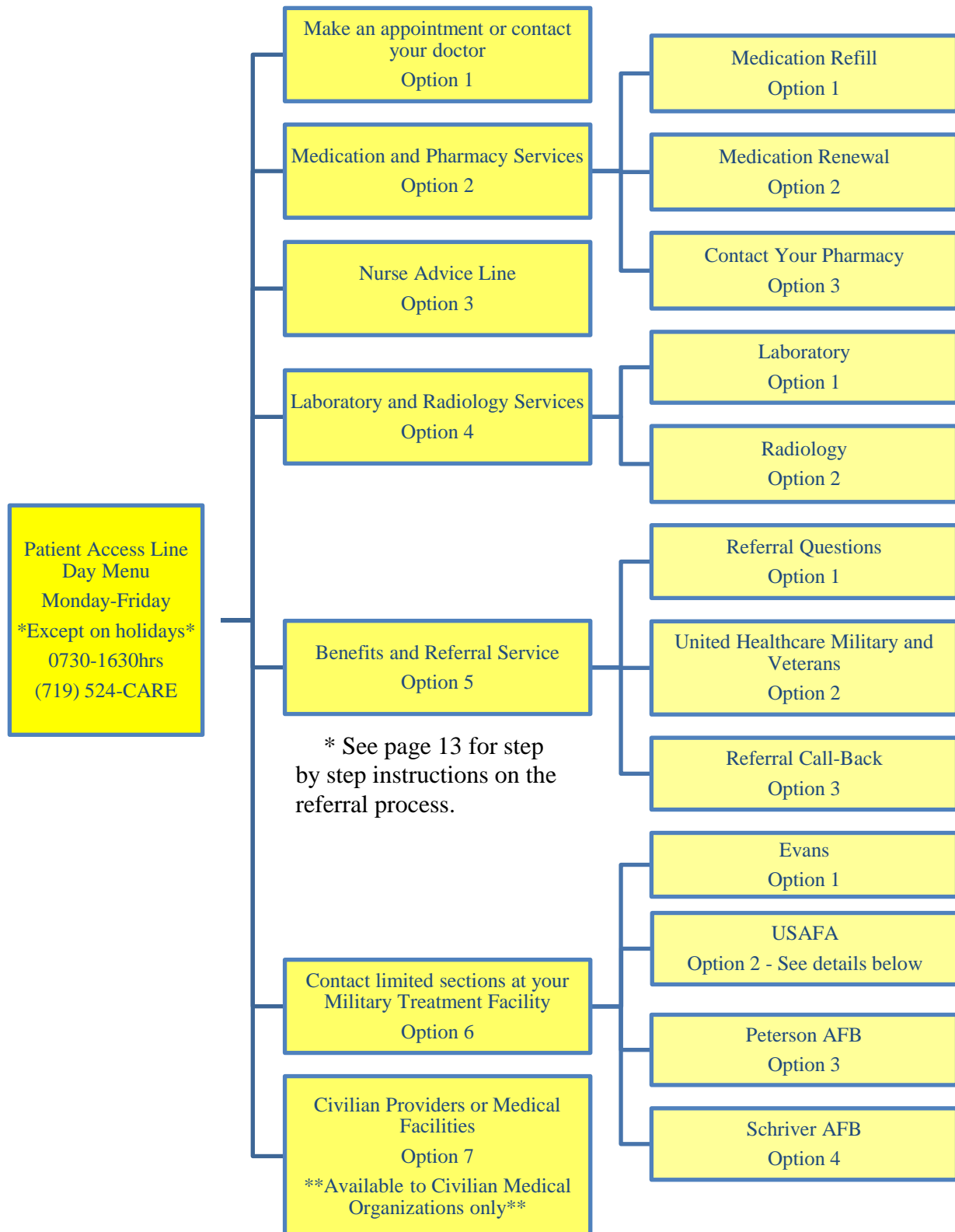
TRICARE Mail Order Pharmacy: www.tricare.osd.mil/pharmacy/tmop.cfm. Express Scripts Web site www.express-scripts.com.

My IMR ASIMS Web: <https://imr.afms.mil/imr/MyIMR.aspx>

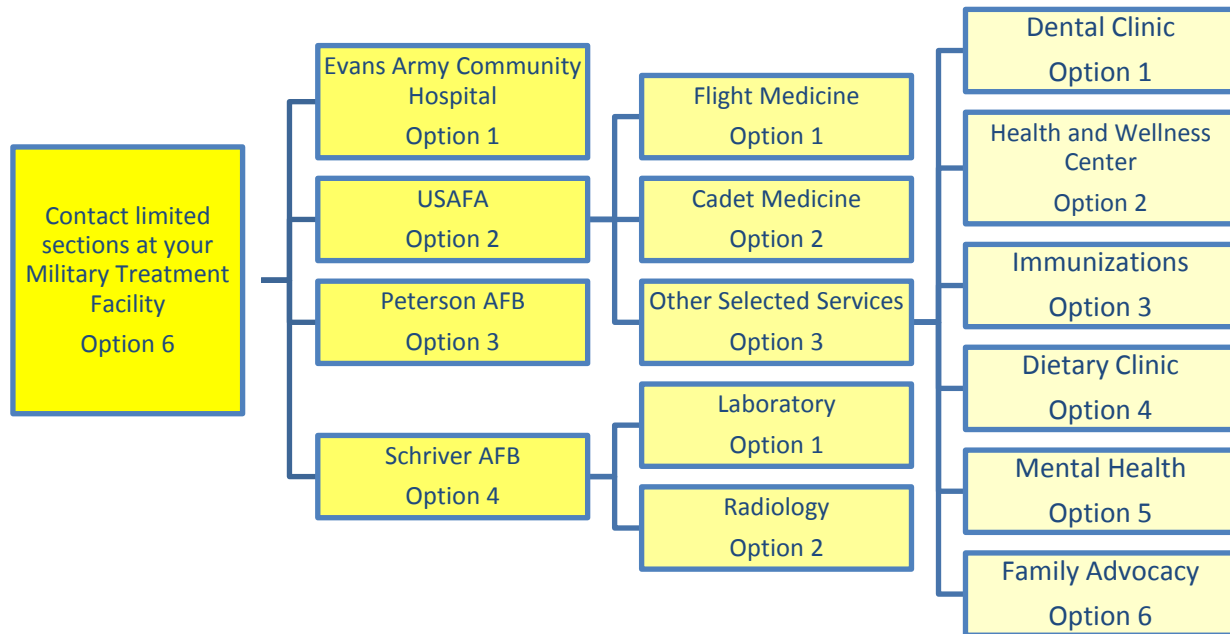
United Health Care Military and Veterans (UHC M&V): <https://www.uhcmilitarywest.com/>

PATIENT ACCESS LINE PHONE TREE -- (719) 524-CARE (2273)

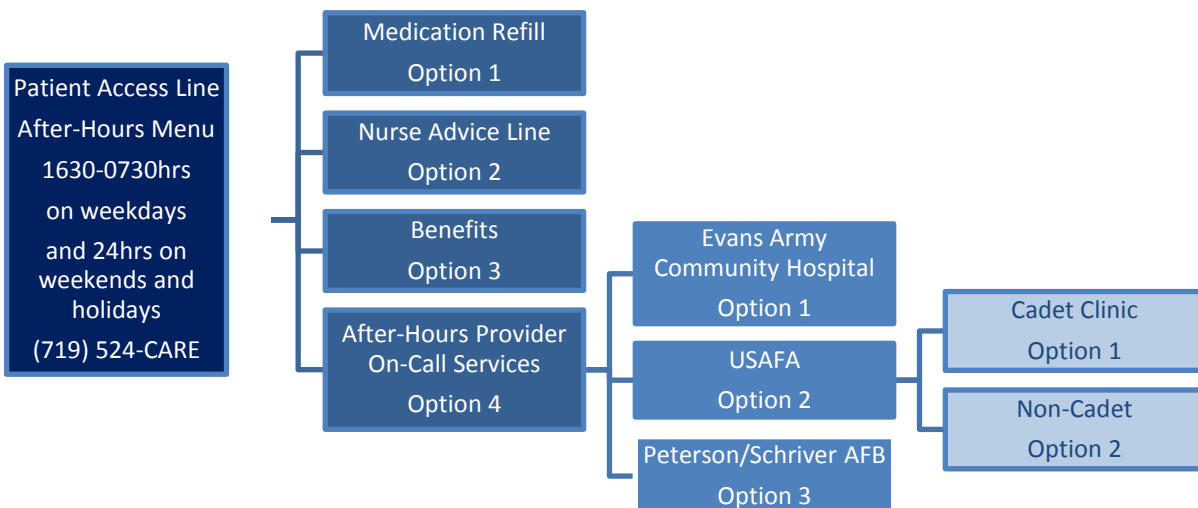
DAY MENU: MON – FRI 0600-1630HRS **EXCEPT ON HOLIDAYS



DAY MENU CONTINUED – Option 6



EVENING, WEEKENDS AND HOLIDAYS MENU: 1630-0730HRS ON WEEKDAYS AND 24HRS ON WEEKENDS AND HOLIDAYS



ACCESS TO CARE/TRICARE FACT SHEET

CARE DURING DUTY HOURS (Monday-Friday, 0600-1630hrs)

You need an appointment and a valid DoD ID card to receive care at the 10th Medical Group.

To make an appointment: Appointments with your Primary Care Manager or Dentist can be made the following ways:

Option 1: Call (719) 524-CARE (2273), option 1.

Option 2: Visit www.tricareonline.com and select "Appointment center" – available 24/7.

To leave a message for your provider:

Option 1: Call (719) 524-CARE (2273), option 1.

Option 2: Send a message via MiCare at <https://app.relayhealth.com/welcome.aspx>

To speak with a nurse: Call (719) 524-CARE (2273), option 3.

CARE AFTER-HOURS (evenings 1630-0600hrs, weekends and holidays)

To make an appointment: Visit www.tricareonline.com and select "Appointment center" – 24 hours per day every day.

To speak with a nurse: Call (719) 524-CARE (2273), option 2.

To speak with the on-call provider: Call (719) 524-CARE (2273), option 4.

If you have an urgent need and cannot get an appointment with your PCM within 24 hours, the appointment clerk will attempt to give you an appointment within the direct care system (MTFs at USAF Academy, Peterson AFB or Fort Carson). If no direct care appointments are available, the clerk will coordinate with your PCM on how best to provide you care. You may be transferred to your PCM's call center or you may contact your PCM's team directly via the phone tree. If the issue cannot be handled over the telephone, the PCM's team will submit a telephone consult and a PCM team member will contact you.

Per AFI 36-3003, Active Duty (AD) members, if approved by their supervisors, may stay home if they are too sick to work. Beyond one day, AD patients should schedule an appointment with their PCM.

CONSOLIDATED CHECK-IN-DESK AND KIOSKS:

****As of December 2013,** The 10 MDG has begun a new consolidated check-in desk function supported by a kiosk system. For Family Health, check-in at the main desk located directly in front of the doors as you walk into the main clinic front or revolving doors. Pediatrics and Internal Medicine share the kiosk in front of their clinics. A medical staff or volunteer can assist you in the consolidated check-in area with checking in for your appointment or if you need directions to another clinic in the facility. The kiosks are met to be a convenience to support the self-check-in process just as you would if you were checking in for an airline departure at an airport.

CADET MEDICINE CLINIC

Location: Cadet Area Fairchild Hall Annex, **Building** 2355, **Phone:** (719) 333-5180

The Cadet Clinic has limited availability on Thursday afternoons due to training requirements. The cadet clinic provides a variety of care from routine coughs and colds to urgent care and overall general medical needs. Appointments are available by calling the care line at (719) 333-5180 and select the correct options.

Cadet and Prep School Students should book an appointment by calling (719) 333-5180, 24 hours a day 7 days a week. Cadets and Prep students should **NOT** accept downtown urgent care referrals from the appointment line.

CADET CARE AFTER DUTY HOURS (evenings after 1600 hours, holidays, down-days, training periods and weekends)

Call (719) 524-CARE or 526-CARE (2273), select the option to contact your “after-hours on call physician, specialist, surgeon or dentist.” Be sure to provide your PCM’s name or the clinic the patient seeking care is from (i.e. Family Health, Pediatrics, Internal Medicine, Falcon Clinic or Cadet/Flight Medicine Clinic).

Cadet and prep school students, press option "4" for Cadet After-Hours clinic OR book an appointment on Tricare Online (TOL), then walk-in to the Cadet After-Hours Clinic.

EMERGENCY CARE ANYWHERE

Emergency care does **NOT** require a pre-authorization if the patient feels there is a risk to life, limb, eyesight or general emergency. Call 911 or to go the nearest emergency department.

The Air Force Academy does NOT have an emergency room and cannot provide emergency care.

URGENT CARE AUTHORIZATIONS

All Urgent Care Clinic visits must be authorized by a PCM or the patient risks incurring a bill.

The Patient Appointment System may have limited authority to provide patients with authorizations. If not, then patients **must** contact a PCM for an urgent care authorization either by calling the PCM team during duty hours or on the after-hours on-call physician line.

OUT OF AREA URGENT CARE AUTHORIZATIONS

Patients outside the local Colorado Springs area **must** contact their PCM (during duty hours) for Urgent Care authorizations. An On-Call provider is always available through the automated system (524-2273 or 526-2273) for after hours and weekend authorizations. **Patients can contact TriWest at 1-888-874-9378, if they need help finding the nearest Urgent Care Clinic.**

NURSE EXIT FLYERS

At the conclusion of all your appointments, ask your PCM or PCM team for a "Nurse Exit Flyer." These flyers contain valuable information on how to access the status of your referrals, activating a specialty appointment, lab and radiology tests ordered during your encounter, your next follow-up appointment and how to obtain copies of your medical records. These flyers will help you navigate the sometimes tricky healthcare system and help you get what you need in a timely manner without having to call your PCM team.

THIRD PARTY COLLECTIONS (TPC) Card

Non-active duty members must have a current third party collection (TPC) card for use within USAF Academy Medical Clinic. Registration for these cards may be obtained upon request at each patient care clinic.

TRICARE ON LINE ASSISTANCE ([Blue Button](#))

From the Tricare web site (www.tricareonline.com, log on to register) you will be able to click the "blue button" to access your personnel health information, make online appointments, complete prescription refills, obtain and print lab and some radiology results.

Secure Messaging

If you have not enrolled in secure messaging and are interested in this capability, please ask your PCM during your next visit. Patients must initially enroll at the MTF and then confirm the registration from the patient's home e-mail address immediately after enrolling. If you do not see the e-mail response from us, please check your "junk" inbox. Remember, MiCare allows patients the ability to request and provide information through a secure portal ensuring private online communications in an effort to connect beneficiaries with their health care team at any time.

10 MDG TRICARE Prime Enrollment Policy

Active Duty: Active Duty members assigned to the AF Academy will receive primary care at the 10 MDG. Their family members can also receive care at the 10 MDG or can enroll at the MTF closest to their residence.

Retirees: USAFA is currently open to retirees and their family members. This is based upon the current enrollment guidelines.

Please contact Beneficiary Services at (719) 333-5281 or **TRIWEST at 1-888-874-9378** if you need additional support in finding a TRICARE provider in the local network.

10 MDG Enrollment Process

Beneficiaries may request a change to their PCM at the 10 MDG TRICAREOnLine Service Web Center. Civilian PCM changes can be done over the phone by calling 1-888-875-9378, customer service option. Approval will be based on the availability of a qualified provider.

Changing Your Primary Care Manager (PCM)

Beneficiaries assigned to the 10th MDG can request a PCM change within the 10th MDG at the Benefit Support/TRICARE Office. PCM changes from the 10th MDG to another Military Treatment Facility (MTF) in the Colorado Springs area can be done over the phone by calling 1-877-988-9378. PCM changes from the 10th MDG to a civilian provider requires approval from 10 MDG and cannot be done over the phone. Civilian PCM changes require a written request that can be submitted at the Benefit Support/TRICARE Office.

TRICARE DENTAL PROGRAM

The TRICARE Dental Program is administered by Met Life. For information regarding TDP benefits and eligibility requirements, visit the MetLife website at <https://employee.dental.metlife.com/dental/public/EmpEntry.do> or call toll-free 1-855-8371, Monday-Friday, 24 hours a day.

TRICARE RETIREE DENTAL PROGRAM (TRDP) is administered by the Federal Services division of Delta Dental Plan of California. For information on TRDP benefits and eligibility, visit www.trdp.org or call toll-free 1-888-838-8737.

MEDICATION REFILLS/RENEWALS & TRICARE MAIL ORDER PHARMACY (TMOP)

Save time waiting by calling (719) 524-CARE or 526-CARE (2273) and press option "2" to automatically refill your medications. You will need the most recent bottle number for your

prescription to input into the system. Follow the prompts on pharmacy hours and where to pick up your medications.

Or, go to www.tricare.mil and register for the TRICARE Mail Order Pharmacy (TMOP) program. More information located below -- You can have your refill medications delivered directly to your home to save yourself time and travel. *(It's as easy as a Netflix subscription!)*

To obtain a medication renewals or prescription gap-fill, you must book an appointment with your PCM first through the appointment line. Provide the pharmacy with your next appointment and they may fill your prescription until your next appointment. During your appointment, ask your PCM or PCM team about "synchronizing" all your medications so they can be due all at the same time. Ask them when you should return for the next follow-up appointment so a gap-fill prescription can be avoided. This will save you time and help with coordinating your care more effectively and efficiently. In fact, "synchronization" combined with TMOP will improve the timeliness of your care.

TRICARE PHARMACY PROGRAM

TRICARE provides a world-class pharmacy benefit. All beneficiaries eligible for TRICARE are eligible for the TRICARE Pharmacy Program, including Medicare-eligible beneficiaries, and can fill prescription medications at military treatment facility (MTF) pharmacies, through the TRICARE Mail Order Pharmacy (TMOP), or at retail network and non-network pharmacies. To have a prescription filled, beneficiaries will need a prescription and a valid uniformed services identification card. Medicare-eligible beneficiaries who turned 65 on 1 April 2001, or later, must be enrolled in Medicare Part B.

<u>Place of Service</u>	<u>Generic</u>	<u>Formulary</u> (Brand Name)	<u>Non-Formulary*</u>
Military Treatment Facility (MTF) Pharmacy	\$0	\$0	Not Applicable**
TRICARE Mail Order Pharmacy (TMOP) (up to a 90 day supply)	\$0	\$9	\$25***
Retail Network Pharmacy (up to a 30 day supply)	\$5	\$12	\$25***
Active Duty Service Members	For those who <u>ARE NOT</u> enrolled in TRICARE Prime: \$9 or 20 percent of total cost, whichever is greater, after deductibles are met (E1-E4-\$50 per person; \$100 per family per fiscal year. All others, including retirees, \$150 per person, \$300 max per family per fiscal year) <i>(Fiscal year is October 1 to September 30 every year then</i>		For those who <u>ARE NOT</u> enrolled in TRICARE Prime: \$22 or 20 percent of total cost, whichever is greater, after deductible is met (E1-E4 is \$50 per person & a \$100 max per family per fiscal year. All others, including retirees are \$150 per person & \$300 max per family per fiscal year).

	<i>your deductible starts over again)</i>	TRICARE PRIME Point-of –Service - \$300 deductible per person & 600 deductible max per family per fiscal year, then a 50 percent cost share	
Beneficiary Cost Share at all other overseas locations			
Active Duty Service Members	Active Duty Members <i>Enrolled in Prime</i>	Active Duty Family Members <i>NOT Enrolled in Prime</i>	Retirees & Family Members
No Copay	No Copay	20% Cost Share	25% Cost Share

TRICARE Pharmacy Copayments in the U.S.
(Including Puerto Rico, Guam, Virgin Islands)

*For more information on non-formulary medications, beneficiaries can use the TRICARE Formulary Search Tool.

** Not available without medical-necessity approval. MTFs are prohibited by law under code of Federal Regulations from carrying non-formulary medications.

*** Not available to AD Service Member. Without medical-necessity approval, in which case the co-payment is \$0. If medical necessity is established for a non-formulary drug, patients may qualify for the \$9 cost share for up to a 30 day supply in the TRRx or a 90 day supply in the TMOP program.

10th MDG PHARMACY SERVICES

Main Pharmacy: 1st Floor, front of lobby. **Hours:** 0730-1700, M-F.

Community Center Pharmacy: Main level at the Community Center. **Hours:** 0830-1730, M-F.

Flight Medicine/Cadet Medicine Pharmacy: Located in the Cadet Medicine Clinic.

Hours: 0730-1630 M-F.

The Pharmacy provides prescription services for all eligible beneficiaries. The patient's valid ID card must be presented to pick up prescriptions. Prescriptions may be filled (up to a 90-day supply for most medications) free of charge. Prescription refills must be done through the call-in refill system. Requests received by 1200 hours on Monday-Friday are ready for pick up the next duty day. Prescriptions called in after 1200 on Friday, are ready for pick up on Tuesday. Refills from local military pharmacies can be done, as long as the medication is on the formulary.

Refill Pick-Up-Point: Main level at the Community Center.

TRICARE Mail Order Pharmacy (TMOP)

TMOP is available for prescriptions that beneficiaries take on a regular basis. For example, you may receive up to a 90-day supply for most medications. Express Scripts, Inc. administers TMOP through this program. Beneficiaries mail their health care provider's written prescription, along with the appropriate co-pay to TMOP, and the medications will be sent directly to the beneficiary. Prescriptions may be refilled by mail, phone or online. For more information about how to use TMOP, contact TMOP member services at 866-DOD-TMOP (363-8667) or visit www.tricare.osd.mil/pharmacy/tmop.cfm. You may also visit the Express Scripts Web site at www.express-scripts.com/TRICARE.

REFERRALS

1. Where will you receive care when a provider enters a referral for you?

Most referral care will be provided at a Military Treatment Facility (MTF) in the Colorado Springs area. This may be the Air Force Academy, Peterson AFB, or Evans Army Community Hospital at Fort Carson. If there is no availability in a MTF network provider will be referred to a United Healthcare Military and Veterans (UHC M&V) provider (non-MTF provider).

2. How do you get your specialty appointment?

As a TRICARE Prime enrollee, most specialty appointments require a referral from your PCM. Once your PCM enters your referral, it should be processed and assigned to either a MTF or network provider within 2 to 3 days. You may call the Patient Access Service (PAS) at 719-524/526-2273, option 5 to check on the status of your specialty referral. If the referral remains within the MTF system the PAS clerk will assist you with scheduling your specialty clinic appointment.

If your referral has not been processed notify your PCM by utilizing secure messaging(MiCare) <https://app.relayhealth.com/welcome.aspx>, or leave a telephone consult at 719-524/526-2273, option 4.

If you are over the age of 65: You can check the status of a referral at (719) 333-5672 or 5752.

3. SPECIALITY APPOINTMENTS IN THE NETWORK: If your specialty referral has been assigned to a network provider, (not assigned to a military treatment facility) you can go on line at <https://www.uhcmilitarywest.com/> or call (877) 988-9378. Typically, your authorization number will be available online at the above site on the same day the referral has been approved. For assistance or to request a provider change, please contact UHC M&V (877) 988-9378. You will need to call the network specialty clinic to schedule your appointment. Have the referral authorization number ready when you call the clinic. The clinic may ask you to bring a copy of the authorization number from the above web site to your first appointment. UHC M&V will send the authorization number to you and the network provider approximately 10 days of being processed.

What if my Specialty Provider needs my records? Once you have your authorization & appointment date, give your specialist the FAX # 719-333-5451 for **THEM** to request the records for your appointment **OR** you can request the records needed in person at our outpatient records window. Note: You can print your labs and other test results from the blue bottom (see page 10 for instructions). For general record inquires, call 719-333-4400.

To request CDs or copies of RADIOLOGY STUDIES please visit the Radiology department.
IMPORTANT TIPS: **333-5094 TSgt Caracoza**

* Track your authorization or referrals or find Network Contracted Providers by registering at: <https://www.uhcmilitarywest.com/>, under Beneficiaries click on “My referrals and Prior Authorizations” or “Find a Provider” from the main menu bar.

* **T-Prime Claim Problems:** Visit <http://www.tricare.mil> to discuss or call (877) 988-9378.

* **T Plus Benefits/Tricare for Life Claim Problems** or Information (65 & over) contact your Health Benefits Advisor at 719-333-5281 or 5579.

* T-Plus referral questions contact (719) 333-5203

*** The information that is used to contact you is obtained from the DEERS office, located in the Community Center. Please be sure DEERS has your current address and phone number. DEERS phone number is (719) 333-8766**

Case Management

Medical case managers are available at the 10 MDG for beneficiaries with multiple or complicated medical concerns. Case managers will work with beneficiaries to ensure timely, safe care to meet their medical needs. Common case management conditions include: chronic illness, medical equipment and/or multiple medical conditions. If you are interested in assistance with your complicated medical conditions, contact your PCM.

Living Wills and Durable Powers of Attorney for Health Care

Many people wish to maintain control over the extent technology is utilized during their medical care. This can be done with a Living Will (also known as advance directives) or a Durable Power of Attorney for Health Care (DPOAHC). You are not required to have an advance directive to receive care. If you have questions, please address them with your health care team or contact the base legal office at (719) 333-3940.

PATIENT SERVICES

All clinics are closed in the afternoon the 1st Thursday of every month for training.

ALCOHOL AND DRUG ABUSE PREVENTION AND TREATMENT PROG (ADAPT)

Location: Building 6248 Community Center, next to refill pharmacy. **Phone:** (719) 333-5177
The ADAPT Program is located within Mental Health clinic and consists of three proactive areas of service: substance abuse prevention, education and treatment. The emphasis is on prevention and early intervention of substance abuse problems. A comprehensive treatment approach is utilized in addressing the patient's needs and the level of care indicated. Services include evaluation, treatment planning, and counseling (individual, family, and group).

ALLERGY CLINIC

Location: Main facility, next to Women's Health Clinic. **Phone:** (719) 333-5080
Hours: Mon, Wed, Thurs, & Fri, 0800-1200 & 1300-1600; Tuesday, 0900-1200 & 1300-1600.
Closed 1st Thursday of every month for mandatory training at 11:30. PLEASE NOTE: Call prior to coming to clinic for your appointment to make sure we are not closed due to Mission

Essential requirements! Allergy shots are given on appointment basis ONLY. The allergy clinic offers consultative evaluation for allergy related problems to include asthma. Patients must be referred by their PCM for allergy testing. A 30-minute observation period is required after receiving an allergy injection.

AMBULATORY SURGERY (ASU)

Location: 1st floor, past elevators on left, 2nd window. **Phone:** (719) 333-5082/5010. **Hours:** 0600-1930, M-F (closed holidays). **FAX:** (719) 333-5573. We provide Pre-Operative patient education (POPE Clinic) and anesthesia screening and perioperative patient care. Ambulatory Surgery may be scheduled through one of our six specialty clinics General Surgery, Orthopedics, ENT, Oral-Maxillofacial, Ophthalmology, and Podiatry. Appointments to these clinics for an initial pre-surgical evaluation are accomplished through a referral by your PCM. If you have a Civilian PCM you can be seen in ASU if requirements are met based on the referral system, TRICARE, and your health history. **Eastern Colorado Health System VA patients may request a referral for Ambulatory Surgery at USAFA through their Primary Care Provider.**

AUDIOLOGY CLINIC

Location: 1st floor, past the elevators, co-located with ENT, last window on the left. **Phone:** (719) 333-5344. Provides comprehensive hearing evaluations, impedance, audiometry, auditory evoked potentials, otoacoustic emissions (infant hearing screenings), and hearing aid services for active duty. A patient must be referred by their PCM.

CARDIOPULMONARY CLINIC

Hours: Monday – Friday, 0730-1145 and 1245-1630. **Phone:** (719) 333-5038

Location: 1st floor, hallway on left past pharmacy. Go right, follow hallway to the end, go right. Clinic is on left hand side of hallway.

The Cardiopulmonary Clinic offers a variety of services including: Cardiac Stress Tests, Holter Monitoring, Echocardiogram, Echocardiogram w/ Bubble Study, Event Monitoring, Blood Pressure Monitoring, and Pulmonary Function Testing. EKG's, ABI's and ABG's are done on a walk in basis with a prescription. **Services available by PCM referral only!**

CHIROPRACTIC CLINIC for Active Duty ONLY!

Phone: (719) 333-5582

Location: Main facility, 3rd floor, co-located with Physical Therapy. **Hours:** M, W, T, & F, 0730 - 1630. Walk-in's seen (with limited appointments) **for established patients only** from 0730 – 0830 & 1500 -1600.

Location: Cadet Clinic on Tuesday during the Cadet school year from 0730 to 1600 **for Cadets & Cadet Faculty ONLY**. Walk-in's seen at 0730 to 0830 & 1500 to 1600 (with limited appointments). **Closed in the afternoon on the 1st Thursday & the last Friday of every month for training.** Services are available by self-referral for **Active Duty only**. Call the number above for self-referral or ask your PCM for a referral.

DENTAL CLINIC (ACTIVE DUTY ONLY)

Location: Cadet Area. **Phone:** (719) 333-5192

Active duty military periodic dental exams are scheduled through the member's respective unit dental health monitor. After-hour acute care can be accessed by calling 333-5190 to talk to a dentist on call.

DERMATOLOGY CLINIC

Location: 3rd Floor **Phone:** (719) 333-5291

Offers complete evaluation and treatment of all types of skin disorders, both medical and minor surgical. Other than removal of small skin tumors and moles, cosmetic surgery is not performed. A referral from the PCM is required. Appointments are prioritized by the date the consult was placed and/or the urgency of the condition and booked by the clinic.

DIAGNOSTIC IMAGING (Radiology/X-Ray, Nuclear Medicine, Mammography, Ultrasound, CT Scan, and MRI).

Location: 1st floor, across from the lab (this is the check in area for all Diagnostic Imaging areas).

Phone: (719) 333-5170/5171

Clinic provides routine diagnostic, fluoroscopy, mammography, ultrasound, radiographic portables, and operating room support. Patients must be referred by their PCM for specific tests and are seen by either walk-in or by appointment depending on the test ordered. Mammography is an exception; patients can self-refer by calling the 333-5170/5171, option 2.

ENT (EAR, NOSE, THROAT) SERVICES

Location: 1st floor, past elevators, end of hallway on left. **Phone:** (719) 333-5142

Provides complete evaluation and treatment of diseases of the ear, nose, and throat in both adults and children. This includes sinus and nasal problems, ear problems, and voice problems. Patients must be referred by their Primary Care Manager (PCM) and are seen by appointment only.

EFMP-EXCEPTIONAL FAMILY MEMBER PROGRAM

Location – 1st floor main clinic lobby (TRICARE Window)

Phone: 719-333-5991

Hours: 0730 – 4:15

Sponsors who have family members that meet the criteria for specific medical or educational needs are mandated to be enrolled in the EFMP/Special Needs Program. The active duty member is “Q-coded” for future assignments to ensure needed medical or educational services are available at the gaining base and local area.

- **PCS:** Upon notification of PCS the process below needs to be accomplished **no later** than 180 days prior to RNLTD. This process must be started immediately upon notification of the new assignment. In order to receive PCS orders to ship household goods, vehicles, and to out process, **all forms** must be coordinated with the EFMP/Family Member Relocation Coordinator. All sponsors with family members receiving orders will be required to complete **AF Form 4380**, Special Needs Screener, which is provided by the Military Personnel Flight (MPF).
- **OCONUS:** An AF Form 1466 will be accomplished by all sponsors to determine if family member travel is recommended. The following additional forms must be completed on **ALL** family members being placed on the orders. They include: **AF Form 1466-D/Dental Clearance** for age 2 and over, **DD Form 2792/Medical Clearance**, and **DD Form 2792-1/Education form** for school age children (3 and over).
- **CONUS:** An **AF Form 1466**, an **AF Form 1466-D/Dental Clearance** for age 2 and over, a **DD Form 2792/Medical Clearance** and a **DD Form 2792-1/Education form** for school age children (3 and over) will be required for **only for special needs family members**.

FAMILY ADVOCACY PROGRAM (FAP)

Location: Community Center (next to Refill Pharmacy) **Phone:** (719) 333-5270/5271

Outreach Program: The focus is prevention and awareness. The Outreach Manager provides briefings and training as well as community awareness information on child and spouse abuse prevention, recognition and reporting to base organizations, service providers, and the general community.

Family Maltreatment: The focus is the protection and treatment of abuse victims and their families. Suspected abuse should be reported to the Family Advocacy Clinic. Treatment Managers provide assessment, treatment, and referral services to families experiencing domestic violence or child abuse and neglect. Skill-building classes are also available as needed.

New Parent Support Program: Registered Nurses provide pre- and post-natal education through home visits to parents through the child's first year of life. The FAP library provides parents with tapes and books to checkout and classes for new parents.

Classes Offered: Common Sense Parenting, Successful Separate Parenting, Step Family Support, Men's Group, Women's Group, and Rules for Fair Fighting, Anger Management, Baby Care Basics, Breastfeeding, and Fatherhood, and Friends for Life (couple's communication class), Coping with Stress, and Anger Management.

FALCON CLINIC

Location: 1st Floor, in Cardiopulmonary area **Phone:** (719) 524/526-2273

Hours: 0730-1600, Clinic is closed on all Federal Holidays, USAFA Family Days, & the afternoon on the 1st Thursday of every month for Training.

The Falcon Clinic is comprised of 1 Team of senior Primary Care Physicians. This team focuses on our most chronic and highest acuity patients including those patients with a significant amount of specialty referrals and multiple medications.

FAMILY HEALTH CLINIC

Location: 1st floor, right side of lobby. **Phone:** (719) 524/ 526-2273

Hours: 0730-1600. Clinic is closed on all Federal Holidays, USAFA Family Days & the afternoon on the 1st Thursday of every month for Readiness Training.

The Family Health Clinic is comprised of seven Patient Centered Medical Home (PCMH) teams. The PCMH is an active approach to establish a "medical home" for everyone and the teams are designed to manage all of your basic health care needs. While staff will always attempt to book you with your assigned Primary Care Manager (PCM), it may not be possible due to Temporary Duty (TDY), deployment, etc. In the event your PCM is not available, staff will offer to book your appointment with the other provider on your PCMH team before booking to another team.

Walk-in Services: Monday – Friday, 0900 to 1100 & 1300 to 1500 for the following:

1. Suture removal & wound check.
2. Throat culture.
3. Blood Pressure screening.
4. Previously ordered injections (Ex: Vitamin B 12)

FLIGHT MEDICINE CLINIC

Location: Cadet Area Medical Clinic. **Phone:** (719) 333-5950

Provides services to active duty members on flight status, cadets, and selected non-flying personnel. Appointments are available by calling (719) 524-2273 or 526-2273 or on Tricare Online.

GENERAL SURGERY & GI (Gastroenterology) CLINIC

Location: 3rd floor next to Dermatology. **Phone:** (719) 333-5140
Patients are seen in either clinic by REFERRALS only.

HEALTH MANAGEMENT CLINIC Location: 1st Floor within Family Health Clinic.
Phone: (719) 333-5804/9164. Hours: 0730-1630, M-F.

The role of the Health Management clinic is to educate patients about disease prevention and management. Health Managers (specialized nurses) are a part of your healthcare team. Their focus is on managing patients who have Diabetes, Hypertension (moderate to severe levels), and/or elevated cholesterol. They assist your PCM with appointment reminders, ordering labs (following up abnormal results) and preventive screens, scheduling appointments, and making contact with patients after disease related hospitalizations. Group and individualized (scheduled & walk-in) appointments are available to enhance self-care & optimize management of chronic diseases.

Group Education: ALL classes are held at the Health & Wellness Center. NO referral is required. For Class scheduling, call (719) 524 or 526-2273. For questions call (719) 333-3733.

Diabetes Education Class: Target audience: Those at risk for diabetes, newly diagnosed/established diabetics. Frequency: Monthly, 1st & 2nd Thursday, at 0800-1200.

Health Heart Class: Target Audience: Those diagnosed with pre-hypertension, family history of hypertension, high cholesterol (parents, siblings), newly diagnosed/established hypertension, and hyperlipidemia. **Frequency:** Monthly, 1st Tuesday at 1300-1600.

HEALTH AND WELLNESS CENTER (HAWC)

Location: Bldg. 8137, 1st left after entering South Gate. **Phone:** (719) 333-3733

Educational Awareness Programs: The HAWC offers a variety of programs that promote a healthy mind, body and spirit. Programs include: Nutrition & Fitness Counseling for Flights, Squadrons, and Gait Analysis (determines the type of running shoe you need). We also have a Migun Massage Bed, Massage Chair, and a Blood Pressure machine. Please call to get full details on the programs and services. We will even speak at Commander's calls!

IMMUNIZATION CLINIC

Location: Main facility, next to Women's Health Clinic. **Phone:** (719) 333-5080

Hours: Mon, Wed, Thurs, & Fri – 0800-1200 & 1300-1600: Tuesday-0900-1200 & 1300-1600:

Closed 1st Thursday of every month for Mandatory Training at 11:30:

The Immunization Clinic is walk-in with no appointment required. **All patients "MUST" bring their shot records or some form of proof of prior immunizations and a current ID card to receive care.** Tuberculin Tests (TB test) are not given on a Thursday or Friday preceding a Monday holiday. **PLEASE NOTE: Call prior to coming to clinic to make sure we are not closed due to Mission Essential requirements!**

Immunizations (for patients traveling to countries outside the U.S.): Your first stop is Public Health (333-9443), 2nd floor, where you will be provided a list of required immunizations. You may also be referred to your PCM. Once you have the requirements for the country you are visiting you can receive your immunizations from the 10 MDG Allergy and Immunizations Clinic.

INTERNAL MEDICINE CLINIC

Location: 1st floor, left side of lobby, near the Lab. **Phone:** (719) 524/526-2273

Internists are physicians who specialize in non-surgical illnesses of adults. The Internal Medicine department offers a wide range of services to adult beneficiaries. Unless you are enrolled to an Internal Medicine provider, appointments are by referral from your Primary Care Manager (PCM).

Walk-In Services: Monday – Friday, 0800 to 1100 & 1300 to 1530 for the following:

1. Throat Cultures.
2. For Injections (Shots) on **Monday** from 0800 to 1100 & **Tuesday** from 1300 to 1530

LABORATORY SERVICES

Location: 1st floor, left side of lobby. **Phone:** (719) 333-5159

Hours: Monday – Friday, 0700-1630

Provides diagnostic testing services for such laboratory services such as hematology, urinalysis, chemistry, serology, microbiology and pathology. The patient must have a valid ID card and a third party collection (TPC) card from the Air Force Medical Clinic. If the TPC has expired, a new one may be applied for at the lab front desk. Lab results can only be provided through your health care provider or through TRICARE Online Assistance (Blue Button) located on pg.7 on this handbook.

LASER EYE CLINIC

Location: 1st floor, main facility, past elevators, last window on the left end of hall. **Phone:** (719) 333-0525. The Laser Eye Clinic is dedicated to the pre-screening of **ONLY Active Duty, to include Active Duty Guard and Reserve** personnel for refractive surgery qualification and post-operative care. Appointments are made by directly contacting the Laser Eye Clinic.

MEDICAL RECORDS DEPARTMENT

Location: Down the hall from Women's Health (right side of hall) **Phone:** (719) 333-4400
Call this department for medical records inquiries. Even though the contents of these documents pertain to you, we are required to secure them and ensure their integrity. These records are the property of the U.S. Government and must be maintained at the 10th MDG. **To request a copy of your medical records you must visit the Medical Records Department and to obtain a CD of Radiology studies you must visit Radiology department.**

MENTAL HEALTH CLINIC

Location: Community Ctr (next to refill pharmacy). **Phone:** (719) 333-5177/5178 **Hours:** 0730-1630. Appointments and walk-in visits are coordinated by calling (719) 333-5177/5178. Services include evaluations for emotional and behavioral concerns, treatment and follow-up services through counseling (individual, and group), psychological testing, and case management and medication therapy. Access is based on following priority: Active Duty/Cadets, and Active Duty Dependents, Retirees, and Retiree Dependents empanelled at USAFA. Other sources MH TRICARE covered services not provided by the MHC can be obtained by contacting TriWest at 1-888-874-9378. Mental health staff is also available to brief units on suicide prevention/violence in the workplace, depression, alcohol/drug abuse, and stress upon request.

NEUROLOGY CLINIC

Location: 3rd Floor **Phone:** (719) 333-5037

Provides neurology, sleep study, and EEG services. Appointments are available by PCM referral only.

OPTOMETRY CLINIC

Location 1: Main facility, 3rd floor. **Phone:** (719) 333-5144

Optometrists provide diagnosis and treatment for vision and ocular disorders. Ordering, adjustment, and repair for military spectacles are available on a walk-in basis between 0800-1100 and 1300-1600 Monday-Friday. The Optometrist can update contact lens prescription if the patient has contact lenses and any **one** of the following: the contact vials/boxes, a copy of the prescription, or the contact lens information that is already documented in their medical records.

Location 2: Cadet Clinic/CETF **Phone:** (719)333-5189

Optometrists provide diagnosis and treatment for vision and ocular disorders. Ordering, adjustment, and repair for military spectacles are available on a walk-in basis between 0800-1100 and 1300-1600 Monday-Friday. The Optometrist can update contact lens prescription if the patient has contact lenses and any **one** of the following: the contact vials/boxes, a copy of the prescription, or the contact lens information that is already documented in their medical records

OPHTHALMOLOGY

Location: 1st Floor, past elevators, last window on the left. **Phone:** (719) 333-5146

Hours: 0730-1630, last appointment at 1500.

The Ophthalmology Clinic provides complete evaluation and treatment of diseases of the eye in all ages. Eye conditions evaluated and treated include blurred vision, glaucoma, cataracts, and corneal disorders. ***All patients age 65 and over and anyone previously diagnosed with cataracts, glaucoma, or a corneal condition where vision is not improved with glasses should call directly for an appointment at (719) 333-5146.*** Patients who are TRICARE Prime **under** age 65 wanting routine examination for glasses should call the TriWest appointment line at (719) 524-2273 or 526-2273 or Optometry Clinic at (719) 333-5144 for eye exams, unless referred to us.

ORAL MAXILLOFACIAL SURGERY CLINIC

Location: 1st Floor, past elevators 1st window on left. **Phone:** (719) 333-5076

The Oral and Maxillofacial Surgery Element provides diagnosis and treatment for a variety of oral maxillofacial conditions. Appointments are by consultation from your Primary Care Manager (PCM) only.

ORTHOPEDIC CLINIC

Location: 1st Floor, past elevators on right. **Phone:** (719) 333-5042/5041

Provides evaluation and treatment of conditions of the musculoskeletal system. Appointments are by a Referral from your Primary Care Manager (PCM) only.

ORTHOTIC LAB (BRACE SHOP)

Location: 1st Floor, right hallway before elevators. **Phone:** (719) 333-9006

The Orthotic Lab **does require a written prescription for all provided services.** We do accept prescriptions from civilian doctors. We see Active Duty, Retirees, and Dependents. Please call to schedule an appointment before arriving.

PATIENT ADVOCATE PROGRAM

Location: First floor, 1st hallway on left before elevators. **Phone:** (719) 333-5283

Our Patient Advocate Program is designed to promptly help each and every patient with clinic policies, procedures, compliments, complaints and suggestions. There is a Patient Advocate assigned to each clinic, unit or department. A photograph with the name of the Section Patient Advocate is posted in each clinic, unit or department patient waiting area. Please feel free to ask for them when you have concerns, questions, compliments, safety issues or suggestions for

improvement. They are here to help you! You may also contact the 10th Medical Group Patient Advocate, at (719) 333-5283 during normal duty hours. You may also visit the 10th Medical Group Patient Advocate located above.

PEDIATRIC CLINIC

Location: Main facility 1st floor next to Pharmacy. **Phone:** (719) 524/526-2273, **Hours:** 0730-1630 M-F, closed all Federal Holidays/Family Days. 1st Thursday of the month is training from 1300 to 1630 & services are restricted. The Pediatric clinic provides well-baby/child care and treatment of childhood illnesses, and other conditions on an outpatient basis. Well-baby appointments are provided at 3-5 days, 2 weeks, 2mo, 4mo, 6mo, 9 mo, 12mo, 15 mo, 18mo, and 24 months and then annually from 3-4 yr-old, and then every 2 years after that. ***Please call (719) 524/526-2273 to schedule Newborn 0-14 day visits.***

The child who has the pediatric appointment should be the only child to enter the clinic as sick children transmit contagious diseases to well children very quickly. Your child's appointment time requires important communication between the parent & the physician. This important element can often be hindered if the parent is simultaneously minding other children. Immunizations can now be provided during your child's scheduled physical within the walk-in-basis: the Allergy/ Immunization Clinic is available to administer immunizations without an appointment.

The Pediatric clinic is a Patient Centered Medical Home (PCMH). Your child's appointment will be scheduled with his/her primary care provider. If an appointment is not available with your child's primary care provider, then the appointment will be scheduled within the PCMH team.

School/sports/daycare physicals are available throughout the year. Scheduling your child early will prevent a prolonged wait for an appointment as these appointments are scheduled with your child's primary care provider. We encourage birthday month appointments for the physicals. From our standpoint the physicals are good for one year from that date.

Walk-In Services:

Throat Cultures evaluations are available Monday - Friday from 0900-1100 and 1300-1500.

PHYSICAL THERAPY/OCCUPATIONAL THERAPY

Location: Main facility, 3rd floor. **Hours:** 0700 to 1600 **Phone:** (719) 333-3107/3108
Clinic closed the 1st Thursday & Friday of the month from 1300 to 1600 hrs for training.
Clinic provides a variety of care for musculoskeletal dysfunction, trauma, post-operative rehabilitation, and nerve injuries. Appointments are available by referral from your PCM.

PHYSICAL EXAMS SECTION (PES)

Location: Co-located in Women's Health Clinic **Phone:** (719) 333-0042

The intent of the Physical Exams Section (PES) is to provide one-stop service for Active Duty to maximize AF health and readiness posture. By starting in one place, the PES will ensure the following Individual Medical Readiness (IMR) requirements are accomplished at the main MDG clinic: labs, immunizations, Web Health Assessments (WebHA), Physical Health Assessments (PHA), doctor visits and hearing tests, if needed. If an Active Duty member needs a medical clearance requiring an AF Form 422, Notification of Air Force Member's Qualification Status, the PES will assist you. During each PHA and Active Duty in/out processing, the PES will review existing AF Form 469s, Duty Limiting Conditions Report, as well as medical records and interval histories for conditions that may require an AF Form 469. The PES will educate, counsel and

make referrals regarding identified health risks, IMR requirements, duty limitation code actions, review in-lieu-of (RILO) actions and appropriate clinical follow-ups. PES also accomplishes security medical clearances for active duty.

NOTE: Security Medical Clearances: Works with Unit Security Monitors to accomplish AF Form 2583. Medical records are screened and follow-up appointments are scheduled

PODIATRY CLINIC

Location: Co-located in Orthopedic Clinic. **Phone:** (719) 333-5081

Hours: M-F, 0800 to 1600. Clinic offers podiatry services for Cadets, AD, Tricare Prime patients, Retirees, and Dependents. A referral is required by PCM to be seen in this clinic.

PUBLIC HEALTH

Location: 2nd floor. **Phone:** (719) 333-9443

Communicable Diseases Surveillance/Control: Provides information and counseling on communicable diseases upon request or referral from a health care provider. Conduct investigations of infectious diseases to determine source and/or possible preventive measures required to limit the spread of infection. Evaluation of positive TB skin tests and sexually transmitted disease interviews are conducted on a walk-in basis upon referral. Animal bites occurring on base are tracked and monitored in this office.

Food Safety and Sanitation: Works closely with the commissary and other food facilities on base to ensure food products meet stringent requirements. Sanitation inspections of all base food and public facilities are conducted. Public Health also directs on-base investigations of potential food and water borne illness outbreaks.

Force Health Management: Travel Medicine/Deployment Briefings: Personnel planning foreign travel can receive immunization and preventive medicine information regarding their destination on a walk-in basis.

Occupational Health and Safety: Provides assessment of health hazards, and guidance on how to reduce hazards in the work area. Pregnant active duty members and DoD employees are seen on a walk-in basis to initiate evaluations of potential fetal hazards in the members' work environment. Pregnancy profiles will be accomplished.

WOMEN'S HEALTH

Location: 1st floor, around the corner from pharmacy. **Phone:** (719) 524/526-2273, & **follow the prompts.** Our call cell will record your request as a telephone consult as part of your electronic medical record.

Your Primary Care Manager (PCM) can provide most acute and routine GYN care. Patients may also schedule an appointment with a GYN provider by contacting the appointment line at (719) 524-2273 or 526-2273. **OB CARE:** Once a pregnancy is confirmed by a provider, patients can be self-referred for OB care to Evans Army Medical Center.

Walk-In Services: From Monday - Friday, 0800-1100 and 1300-1500 for the following:

1. Pregnancy testing, if 1 week past their expected menses or have positive home pregnancy test.
2. Emergency contraception.
3. No longer have walk-in Depo Provera shots. By appointment only.

10th Medical Group PATIENT'S RIGHTS & RESPONSIBILITIES

If, at any time, you believe your rights are being compromised, please bring it to the attention of your care provider, or ask to talk to a Patient Advocate.

Prior to receiving care at the 10 MDG your Provider may request that you arrange a reasonable adult to transport you home from the facility and remain with you for 24 hours, if required.

1. Access to Emergency Services

You have the right to:

- Receive emergency care without preauthorization where and when acute symptoms are so severe that a “sensible layperson” would want emergency care to prevent serious harm or death. You should seek emergent care from the nearest medical facility’s emergency room.

2. Respect and Nondiscrimination

You have the right to:

- Timely, considerate and respectful care at all times and under all circumstances
- An environment of shared respect which is free from discrimination
- Have a chaperon present during sensitive physical examinations

You are responsible to:

- Have respect for the rights of other patients and MTF staff

3. Choice of Providers and Plans

You have the right to:

- Accurate information about the TRICARE program to include covered health benefits and health plan options
- A choice of healthcare providers, either within TRICARE Prime Network or the Military Treatment Facility (MTF). Approval will be based on the availability of a qualified provider.

You are responsible to:

- Become educated about TRICARE coverage, options, and rules, to include required fees

4. Participation in Care and Care Decisions

You have the right to:

- Receive accurate, accessible and understandable health care information
- Ask questions and receive timely answers to those questions
- Choose someone to make decisions on your behalf if you cannot do so
- Know all your treatment options including the option of no treatment
- Know the risks, benefits and consequences to each of these options
- Refuse care as allowed by law

You are responsible to:

- Tell your healthcare professional everything you know about your illness or condition, past healthcare, and any and all medications or supplements you are taking
- Inform the doctor or nurse about any changes in how you feel
- Participate in decisions related to your healthcare and ask questions if you do not understand any part of the proposed treatment
- Follow the provider's plan of care
- Maximize healthy habits such as to; exercise, not smoke, eat a healthy diet, and not knowingly spreading disease
- Accept the consequences if you refuse to follow the plan of care
- Keep appointments or call to change or cancel them at least 24 hours in advance

5. Confidentiality of Health Information**You have the right to:**

- Privacy and protection of your personnel health information
- Communicate with healthcare providers in confidence as allowed by law and regulation
- Review and obtain a copy of your own medical records
- Request amendments to your records, within specific legal limits

6. Appeals and Complaints**You have the right to:**

- A fair and efficient process to appeal medical necessity decisions by your MTF or by TRICARE that includes both internal and independent external review
- Discuss complaints with your providers or Patient Advocate
- Contact a TRICARE Debt Collection Assistance Officer if unable to pay fees

7. Information Disclosure**You have the right to:**

- Review a provider directory maintained at the Information Desk to assist with understanding your provider's education and training and selecting a Primary Care Manager
- Review publicly-reported MTF quality measures; please see the MTF web page at <http://www.usafa.af.mil/10ABW/10MDG/medical>

Filing Grievances: Patients have the right to make **recommendations**, ask questions, or file complaints to the 10 MDG Section Patient Advocate Representative or to the 10 MDG Patient Advocate office. If concerns are not resolved, patients have the right to contact Accreditation Association for Ambulatory Health Care (AAAHC) by calling Tel: (847) 853-6060, or writing AAAHC at 5250 Old Orchard Road, Suite 200, Skokie IL 60077.

In accordance with DoDI 6000. 14, Patient Bill of Rights and Responsibilities in the Military Health System, Sept 26, 2011

10th Medical Group Pediatrics Patient's Rights

We want you and your parents to help us decide the best ways to take care of you. You are both part of our medical team.

- We will always tell you and your parents the truth
- We will listen to what you both have to say
- What you tell us will not be told to others unless it is important to your care or safety
- When one of us comes into the room with you, we will tell you who we are, what we do at the clinic, and why we are in the room
- We will tell you what the medical team thinks will help you & explain things in a way you can understand
- You can read your medical chart & we will help you understand it

We care about you no matter:

- What religion or race you are
- Whether you are a boy or a girl
- Where you were born or what you look like
- How much money your family has
- What you can or cannot do
- Whatever your religion, culture, or personal traditions are, they are important to us
- You are not here to be punished and we will help you do what you need to grow and learn
- If you are hurt we will do what we can to help you feel better in a safe way

We respect you and want you to feel comfortable and safe while you are here:

- We will be as gentle as possible when we touch you
- We will keep your body covered up as much as possible
- Your family and friends can be with you when the clinic rules say it is okay
- We will help your parents learn how to take care of you when you leave
- If you or your parents want to take you to another clinic, we will help you figure out how to do this safely

PEDIATRICS PATIENT'S RESPONSIBILITIES

Be honest with us about:

- Your health and what your health was like before now
- Any changes that you notice about how you are feeling
- Any medications you are taking
- Your family's needs or worries
- Any religious, cultural and/or learning needs

Ask us questions:

- Any papers that you or your parents are asked to sign
- Any words that you do not understand
- Why you are here and what we are doing
- How we can help ease your pain
- How we can help you get well enough to leave the clinic

Help in your care by:

- Never bringing a weapon, illegal drugs, or alcohol into our clinic
- Not smoking in our clinic, we are a smoke-free center
- Never use foul or abusive language, hit, or threaten our staff, another patient, or one of your family members while here
- Please take care of clinic property and secure your property
- Only use the medications your doctor says you should use

Respect other patients and their families by:

- Giving them privacy and also not getting loud
- Keeping what you hear about others to your self

10th Medical Group POLICIES

- It is the policy of this facility that children under the age of ten will not be left without adult supervision in any area of this clinic.
- All clinics are closed on Federal Holidays, down days, training days (first Thursday of the month from 1300 to closing) and weekends
- Dependents under 18 years of age cannot be seen by a provider without a guardian present in the clinic. **EXCEPTIONS** to this policy are per MDGI 41-39, para 5. Minors can be seen without parental consent for emergencies, for drug abuse treatment, treatment of sexually transmitted disease, and treatment related to pregnancy and birth control counseling.
- The 10th Medical Group is mandated to follow Colorado State law, which allows providers to provide birth control and treat venereal disease without parental consent.
- Colorado State law allows parental access to minor dependents records unless there is a court order denying access. If you have concerns about parental access to your records please contact our Privacy Officer at (719) 333-4342.

10 MDG Mission

“Collaborate to provide premier contingency and community health care while building leaders for our nation”

10 MDG Vision

“Improve the health of all we serve”

10 MDG Core Values

**“Integrity first, Service before self, & Excellence in all we do,
Compassion for those we serve”**

10 MDG Motto

“Combat Medics: One Team – One Fight!”

10 MDG Strategic Goals

People: Develop leaders for our nation

Readiness and Training: Ensure total force members are mission ready

Better Care: Deliver high quality, evidence-based healthcare

Better Health: Promote a healthy population

Best Value: Optimize and integrate resources and partnerships

Current as of 15 Feb 2014

2014 Hospital National Patient Safety Goals

The purpose of the National Patient Safety Goals is to improve patient safety. The goals focus on problems in health care safety and how to solve them.

Identify patients correctly

NPSG.01.01.01

Use at least two ways to identify patients. For example, use the patient's name *and* date of birth. This is done to make sure that each patient gets the correct medicine and treatment.

NPSG.01.03.01

Make sure that the correct patient gets the correct blood when they get a blood transfusion.

Improve staff communication

NPSG.02.03.01

Get important test results to the right staff person on time.

Use medicines safely

NPSG.03.04.01

Before a procedure, label medicines that are not labeled. For example, medicines in syringes, cups and basins. Do this in the area where medicines and supplies are set up.

NPSG.03.05.01

Take extra care with patients who take medicines to thin their blood.

NPSG.03.06.01

Record and pass along correct information about a patient's medicines. Find out what medicines the patient is taking. Compare those medicines to new medicines given to the patient. Make sure the patient knows which medicines to take when they are at home. Tell the patient it is important to bring their up-to-date list of medicines every time they visit a doctor.

Use alarms safely

NPSG.06.01.01

Make improvements to ensure that alarms on medical equipment are heard and responded to on time.

Prevent infection

NPSG.07.01.01

Use the hand cleaning guidelines from the Centers for Disease Control and Prevention or the World Health Organization. Set goals for improving hand cleaning. Use the goals to improve hand cleaning.

NPSG.07.03.01

Use proven guidelines to prevent infections that are difficult to treat.

NPSG.07.04.01

Use proven guidelines to prevent infection of the blood from central lines.

NPSG.07.05.01

Use proven guidelines to prevent infection after surgery.

NPSG.07.06.01

Use proven guidelines to prevent infections of the urinary tract that are caused by catheters.

Identify patient safety risks

NPSG.15.01.01

Find out which patients are most likely to try to commit suicide.

Prevent mistakes in surgery

UP.01.01.01

Make sure that the correct surgery is done on the correct patient and at the correct place on the patient's body.

UP.01.02.01

Mark the correct place on the patient's body where the surgery is to be done.

UP.01.03.01

Pause before the surgery to make sure that a mistake is not being made.



This is an easy-to-read document. It has been created for the public. The exact language of the goals can be found at www.jointcommission.org.

Notes